

Boxing Instructions

Getting Started

After placing your order, you will receive a **DigitizeMemoriesNow Box**. Inside the box will be a set of photo packing instructions, rubber bands, index cards, and a prepaid shipping label.

If you order the **Photo Box** (for up to 200 photos up to 8" x 10"), the price you pay is for the digitization of up to 200 photos. If you send more than 200 photos, you will be billed \$0.65 for each additional photo over the 200 quantity, to be paid before delivery of the finished product. The shipping costs to send you the Photo Box, the cost for you to ship the box back to us with your photos inside, and the cost to ship your original paper photos back to you when the job is complete, are all included in the price you pay when you order.

If you order the **Mixed Media Box** (for photos and video tapes), the quantity of photos and video tapes is only limited by what will fit in the box. You can also send your media in your own box without having to purchase a **Mixed Media Box** from us first. Whether you use our **Mixed Media Box** or your own box, the total price will be calculated based on the number of photos and/or the quantity of video tapes and the duration of each video tape. This price quote will be emailed to you and must be accepted by you before we begin work on your order. If the price is unacceptable, your media will be returned to you, shipping charges apply.

IMPORTANT: If you are sending us your media in your own box, please print and fill out the form at the following link and include it in your box: [Click here for the form](#)

Included Services:

- Image Rotation – Included
 - We will put your photos into the correct orientation (landscape or portrait) and make sure all photos are image side up.
- Organized Photos – Included
 - We can digitize your photos in the sequence given to us and output your labeled photo bundle/group into a Windows folder named with the title you write on the index card.

Acceptable and Not Acceptable Photos:

Acceptable

- The acceptable photo sizes are: 3" x 3", 3" x 5", 4" x 6", 5" x 7" and 8" x 10"
- Rectangular and Square

Not Acceptable

- Negatives or slides
- Irregular shaped photos
- Magazine or newspaper clippings

- Mounted photos on card stock and cardboard
- Copyrighted photos, unless signed release from photographer is attached
- Photo Albums, staples, paper clips, Post-It notes, sticky material on front or back of photos.
- Photos with glue residue.
- If you believe your photo will not be acceptable, please send us your request using our contact form to get a custom price quote. [Click here for contact form](#)
- Photos that are not acceptable will not be digitized and will be returned to you.

How to Prepare Your Photos for the Box

- Make sure photos are loose and not sticking, free of dust and lint. For best results, wipe with soft lint free cloth.
- Only put ACCEPTABLE photos in the box (see above).
- We are not responsible for damage to photos during shipping and processing.
- Bundle and/or pack your photos to prevent damage during shipping. (see box packaging instructions below).
- While not required to bundle by size, when you mix small and large photos into the same bundle, large photos could be bent during shipping and processing.

If you want your photos digitized in sequence and/or in labeled groups

To take advantage of Organized Photos you can bundle photos in groups and attach a title card to the top of each bundle. Index cards are in the box we send to you. While not required to bundle by size, if you mix small and large photos into the same bundle it is possible for larger photos to bend.

- If you want the bundles of photos to be digitized in a particular sequence, number the index cards sequentially starting with "1". If you need more than the included index cards, you can use your own, and continue with the next number in the sequence.
- To have your photos grouped into labeled Windows folders, just write the title of the group on the index card. These groups could represent a Vacation in 2015, a Wedding in 1990, etc. The title you write on the index card will become your unique Windows folder name. Maximum of 10 groups per box.

How to Prepare Your Video Tapes for the Box (if ordering the Mixed Media Box)

- If you want your video files to be named with something other than generic numbering, such as "Family Reunion 2011", please securely attach a label or index card. Video tapes without labels will have their file named with a sequential number. You can subsequently rename the file.

How to Pack the Box

- Please package the box with plastic or paper packaging materials. Do NOT use shipping peanuts or Styrofoam because they will leave material on your photos that can affect the quality of the digitized image.
- Do not leave empty space in the box because that will allow shifting of the contents which may cause them to become damaged. Be sure to tape the box sealed.
- Boxes and media that are not properly prepared and/or are unacceptable for digitizing, can result in a handling fee of \$50, plus shipping charges to return the un-digitized media.